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CAMPBELL STEPHENSON ASCOLESE, LLP 4807 SPICEWOOD SPRINGS RD. BLDG. 4, SUITE 201 AUSTIN, TX 78759			ZHEN, LI B	
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			2194	

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Please find below and/or attached an Office communication concerning this application or proceeding.

## Office Action Summary

Application No.

09/823,531

Applicant(s)

CHEN ET AL.

Examiner

Li B. Zhen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 14 December 2004.
- 2a) ☒ This action is FINAL. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-10, 13 and 17-101 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-10, 13 and 17-101 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date 5/4/2005.
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_.

### **DETAILED ACTION**

1. Claims 1 – 10, 13 and 17 – 101 are pending in the application.

#### ***Information Disclosure Statement***

2. The information disclosure statement filed May 04, 2005 fails to comply with 37 CFR 1.98(a)(2), which requires a legible copy of each cited foreign patent document; each non-patent literature publication or that portion which caused it to be listed; and all other information or that portion which caused it to be listed. It has been placed in the application file, but the information referred to therein has not been considered. Part of reference 'AQ' is not legible [right side of some pages are cut off]. Please resubmit a fully legible copy of reference 'AQ' so that it may be fully considered.

#### ***Claim Rejections - 35 USC § 101***

3. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

4. Claims 22 – 26, 36 – 38 and 46 – 58 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter. As written, the invention does not need to be practiced in the useful or technological arts and therefore are not limited to practical applications in the technological arts. Examiner finds that the limitations "a database," "a communication channel table," "an event table," "a command table," "channel driver table," "user interface object table," and "object table" are directed to nonfunctional descriptive material. In response to the Non-Final Office Action dated

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9/14/2004, applicant amended independent claims 22, 46 and 54 to claim the tables stored in a computer readable medium and submitted that claims 22, 46 and 54 now define structural and functional interrelationships between the database and the medium which permit the database's functionality to be realized. Examiner respectfully disagrees and submits the amended claims remain directed to non-statutory subject matter. For example, claim 22 recites a communication channel table comprising information regarding a communication channel, a channel driver table comprising information regarding a channel driver that controls the operation of the communication channel, an event table comprising information regarding an event, and a command table comprising information regarding a command. All of the tables recited in claim 22 merely comprise information and claim 22 does not define what the information in the respective tables is used for or how it is used or which software/hardware components uses it. Therefore, claims 22 – 26, 36 – 38 and 46 – 58 remain rejected under 35 U.S.C. 101 because the claims do not define any structural and functional interrelationships between the data structure and other claimed aspects of the invention which permit the data structure's functionality to be realized.

5. Claims 22 – 26, 36 – 38 and 46 – 58 are non-statutory because it is not tangibly embodied.

6. Claims 22 and 46 recite "a computer-readable medium" (line 9 and 4 respectively) and the specification discloses the computer-readable medium as including transmission media such as digital and analog communication link (p 48, line

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18 – p. 49, line 3). Transmission signals are incapable of being touched or perceived absent the tangible medium through which they are conveyed; therefore, claims 22 and 26 are non-statutory. This rejection is necessitated by the amendments submitted 12/14/2004.

***Claim Rejections - 35 USC § 102***

7. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

8. **Claims 22 – 26, 36 – 38 and 46 – 58 are rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Patent NO. 6,092,102 to Wagner [cited in previous office action].**

9. As to claim 46, Wagner teaches a database [col. 11, lines 31 – 36] comprising:  
a user interface object table [database 138, 140, Fig. 3; col. 11, lines 31 – 39]  
comprising information regarding a user interface object [graphical user interface (GUI) to I/O device 128; col. 9, lines 1 – 8] of a user interface [notifier front end 122 provides a suitable graphical user interface (GUI) to I/O device 128, such as a display and keyboard and/or mouse, that permits a particular user, after security login, to modify the

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data in the preferences 34 and functions 36; col. 9, lines 1 – 8] to communicate with a communication channel [whenever the delivery instructions (DEL.sub.-- INST) specify the communication channel (CHANNEL) as a Type 2 database (i.e., T2(RECIPIENT, MT, ARGs)), the notifier database manager 120 queries database 140 which is a two-tiered, N-dimensional database defining the communication channel(s) based on the user, the message type and other arguments ARGs; col. 11, lines 32 – 60].

10. As to claim 47, Wagner teaches a communication channel table comprising information regarding the communication channel [col. 11, lines 32 – 39].

11. As to claim 48, Wagner teaches the communication channel table comprises information about a plurality of communication channels [col. 11, lines 60 – 63].

12. As to claims 49 and 50, Wagner teaches a channel driver table comprising information about a plurality of channel drivers [communication channel manager 124 employs tables of information that map from the identity of the user(s) of the message 130 to the address(es) employed by the communication channel(s); col. 9, lines 9 – 39], wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels [col. 7, line 62 – col. 8, line 8].

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13. As to claim 51, Wagner teaches a command table comprising information regarding a command sent to the communication channel [transaction log of communicated information 126; col. 9, lines 39 – 54].

14. As to claim 52, Wagner teaches an event table comprising information regarding an event originating in response to a communication received from the communication channel [col. 8, lines 34 – 47].

15. As to claim 53, Wagner teaches an event response table comprising information regarding an event response to be performed in response to the event [If ED 116 finds a pattern in the data (i.e., an "event"), the ED 116 evokes an inference engine; col. 8, lines 35 – 65].

16. As to claim 54, Wagner teaches a database [col. 11, lines 31 – 36] comprising:  
an object table [database 138, 140, Fig. 3; col. 11, lines 31 – 39], wherein the object table comprises information regarding a user interface object [graphical user interface (GUI) to I/O device 128; col. 9, lines 1 – 8]; and  
a communication channel table wherein the communication channel table comprises information regarding a communication channel associated with the user interface object [whenever the delivery instructions (DEL.sub.-- INST) specify the communication channel (CHANNEL) as a Type 2 database (i.e., T2(RECIPIENT, MT, ARGs)), the notifier database manager 120 queries database 140 which is a two-tiered,

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N-dimensional database defining the communication channel(s) based on the user, the message type and other arguments ARGs; col. 11, lines 32 – 60].

17. As to claim 55, Wagner teaches the object table further comprises information regarding an action to be performed when the user interface object is activated [col. 8, lines 35 – 65].

18. As to claim 56, Wagner teaches the action comprises issuing a command to the communication channel [delivery instructions (DEL.sub.-- INST) specify the communication channel (CHANNEL) as a Type 1 database; col. 11, lines 32 – 57].

19. As to claim 57, Wagner teaches the action comprises setting an agent status to one of ready and not ready [If the acknowledgement 125 is not provided by the user within a predefined time, then the message 38 is resent to the user and the process of checking for the acknowledgement 125 is repeated; col. 14, lines 39 – 67].

20. As to claim 58, Wagner teaches the object table further comprises a notification object [notifier modules 120,122,124,126; col. 8, lines 47 – 64].

21. As to claim 22, this is rejected for the same reasons as claims 46 – 49, 51 and 52 above.



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22. As to claim 23, Wagner teaches the communication channel table provides access to:

a channel ID of the communication channel [communication channel(s) (CHANNEL); col. 11, lines 33 – 57] ;

media type of the communication channel [message type (MT); col. 11, lines 33 – 57]; and

a configuration ID of a configuration to which the communication channel belongs [arguments ARGs; col. 11, lines 33 – 57].

23. As to claim 24, Wagner teaches the event table provides access to

an event ID of the event [message ID; col. 10, lines 1 – 43];

an event name of the event [HEADER20; col. 10, lines 1 – 43]; and

a channel driver ID of the channel driver [communication channel(s) (CHANNEL); col. 11, lines 33 – 57].

24. As to claim 25, Wagner teaches the command table provides access to:

a command ID of the command [col. 10, lines 25 – 43];

a command name of the command [delivery instructions 28 (DEL.sub.-- INST); col. 10, lines 25 – 43]; and

a channel driver ID of the channel driver [communication channel(s) (CHANNEL); col. 11, lines 33 – 57].

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25. As to claim 26, Wagner teaches the channel driver table comprises:

a channel driver ID of the channel driver [communication channel(s) (CHANNEL); col. 11, lines 33 – 57];

a media type of the communication channel [message type (MT); col. 11, lines 33 – 57];

a file name of the channel driver [col. 7, line 63 – col. 8, line 7]; and

a media string that allows a media service associated with the channel driver to be invoked [col. 8, lines 1 – 23].

26. As to claim 36, this is rejected for the same reasons as claim 49 above.

27. As to claim 37, this is rejected for the same reasons as claim 47 above.

28. As to claim 38, this is rejected for the same reasons as claim 46 above.

29. **Claims 1 – 10, 13, 17 – 21, 34, 39 – 42, 59 – 63, 67 – 76 and 84 – 94 are rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Patent NO. 6,463,292 to Rahman [cited in previous office action].**

30. As to claim 39, Rahman teaches a user interface [user-interface manager 14, Fig. 2; col. 5, lines 12 – 20] for communicating comprising:

a user interface object [one or more user-interactive prompts; col. 5, lines 13 – 15];

an issuing module to issue a command to an outgoing communication channel of a plurality of communication channels in response to an activation of the user interface object [user-interface manager 14 provides one or more user-interactive prompts for redirecting the detected data message in accordance with a user preference or selection entered via the user interface 15; col. 5, lines 12 – 20], wherein

each communication channel of the communication channels has a media type [col. 6, lines 1 – 19], and

at least two communication channels of the communication channels have different media types [col. 4, lines 16 – 39].

31. As to claim 40, Rahman teaches an event handling module to handle an event from an incoming communication channel of the communication channels [data protocol detector 12 detects an alert message of a particular data protocol received by a mobile station 26; col. 4, line 65 – col. 5, line 11].

32. As to claim 41, Rahman teaches a notifying module to provide a notification of the event [particular data protocol the detector 12 sends an alert signal to the user-interface manager 14; col. 5, lines 1 – 11].

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33. As to claim 42, Rahman teaches a responding module to perform an event response to the event [Upon receipt of the alert signal from the data protocol detector 12, the user-interface manager 14 provides one or more user-interactive prompts; col. 5, lines 12 – 20].

34. As to claim 59, Rahman teaches an apparatus to communicate comprising:  
a user interface [col. 5, lines 12 – 20] comprising at least one user interface object [col. 5, lines 13 – 15] operable to be activated, wherein  
the activation of one of the at least one user interface object is associated with issuing a command to one communication channel of a plurality of communication channels [col. 5, lines 12 – 20],  
each communication channel of the communication channels has a media type [col. 6, lines 1 – 19], and  
at least two communication channels of the communication channels have different media types [col. 4, lines 16 – 39].

35. As to claim 60, Rahman teaches a communication server operable to communicate with the user interface [user input is conveyed to the WDS 32; col. 5, lines 45 – 60], wherein the communication server causes the command to be issued to the one communication channel [col. 5, lines 45 – 60].

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36. As to claim 61, Rahman teaches the communication server further receives an activation of the user interface object [alert response message contains message control information or message redirection information such as a data target identifier or address; col. 5, lines 38 – 60].

37. As to claim 62, Rahman teaches a channel driver communicatively coupled to the one communication channel to issue the command [col. 4, lines 1 – 5].

38. As to claim 63, Rahman teaches a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels [col. 4, lines 1 – 5; col. 3, lines 38 – 43; col. 6, lines 35 – 43].

39. As to claim 1, Rahman teaches a method for communicating comprising:  
obtaining an event communicated via an incoming communication channel of a plurality of communication channels [data protocol detector 12 detects an alert message of a particular data protocol received by a mobile station 26; col. 4, line 65 – col. 5, line 11], wherein each communication channel of the communication channels has a media type [col. 6, lines 1 – 19], at least two communication channels of the communication channels have different media types [col. 4, lines 16 – 39], and the event corresponds to a work item available via the incoming communication channel [data protocol detector

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12 detects an alert message of a particular data protocol received by a mobile station 26; col. 4, lines 65 – 67];

providing a notification of the work item via a user interface [particular data protocol the detector 12 sends an alert signal to the user-interface manager 14; col. 5, lines 1 – 11];

receiving an activation of a work item object of the user interface, the work item object being associated with the work item [user-interface manager 14 provides one or more user-interactive prompts for redirecting the detected data message in accordance with a user preference or selection entered via the user interface 15; col. 5, lines 12 – 20 and 38 – 60]; and

issuing a command associated with the activation of the work item object to an outgoing communication channel of the communication channels [alert response message is represented by (or derived from) the modulating signal suited for application to a modulator in the transmitter of the mobile station 26; col. 5, lines 48 – 54].

40. As to claim 2, Rahman teaches the incoming communication channel and the outgoing communication channel are the same [col. 2, lines 63 – 67].

41. As to claim 3, Rahman teaches performing the command by the outgoing communication channel [col. 6, lines 43 – 60].

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42. As to claim 4, Rahman teaches providing the notification in real time with the obtaining the event [upon receipt of the alert message the mobile station may automatically setup a voice channel call for subsequent transmission of the modulated signal; col. 6, lines 1 – 19].

43. As to claim 5, Rahman teaches invoking a notification module of the user interface [col. 5, lines 1 – 11].

44. As to claims 6 and 7, Rahman teaches the activation of the work item object is associated with an accept work item command [interface manager 14 may provide a menu or a group of choices that a user may select via the user interface to redirect the data message (represented by the alert message) to a communications data target; col. 5, lines 37 – 60].

45. As to claim 8, Rahman teaches determining a command channel driver with the associated command corresponding to the command [col. 4, lines 1 – 5; col. 3, lines 38 – 43; col. 6, lines 35 – 43]; and sending the command to the command channel driver, wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel [col. 4, lines 1 – 5; col. 3, lines 38 – 43; col. 6, lines 35 – 43].

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46. As to claim 9, Rahman teaches obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the command channel driver [user input is conveyed to the WDS 32 as an alert response message in reply to the alert message previously sent; col. 5, lines 37 – 60].

47. As to claim 10, Rahman teaches sending the command to the associated channel driver for the incoming communication channel, wherein the associated channel driver performs the issuing of the command to the incoming communication channel [col. 6, lines 43 – 60], the incoming communication channel and the outgoing communication channel being the same [col. 2, lines 63 – 67].

48. As to claim 13, Rahman teaches a method for communicating comprising:  
obtaining an event communicated via an incoming communication channel of a plurality of communication channels [col. 4, line 65 – col. 5, line 11], wherein each communication channel of the communication channels has a media type [col. 6, lines 1 – 19], and at least two of the communication channels have different media types [col. 4, lines 16 – 39];

providing a notification of the event via the user interface [col. 5, lines 1 – 11];

receiving an activation of a command object of the user interface, the command object being associated with a command related to the event [col. 5, lines 12 – 20 and 38 – 60]; and



issuing the command to an outgoing communication channel of the communication channels [col. 5, lines 48 – 54].

49. As to claim 17, this is rejected for the same reasons as claims 1 and 5 above.

50. As to claim 18, this is rejected for the same reasons as claim 2 above.

51. As to claim 19, Rahman teaches a user interface [user-interface manager 14, Fig. 2; col. 5, lines 12 – 20] for communicating comprising:

a notification object to provide a notification of an event communicated via an incoming communication channel of a plurality of communication channels [col. 4, line 65 – col. 5, line 11], wherein each communication channel of the communication channels has a media type [col. 6, lines 1 – 19], and at least two of the communication channels have different media types [col. 4, lines 16 – 39]; and

a command object wherein activation of the command object issues a command [col. 5, lines 12 – 20 and 38 – 60] to an outgoing communication channel of the communication channels [col. 5, lines 48 – 54].

52. As to claim 20, this is rejected for the same reasons as claim 2 above.

53. As to claim 21, Rahman teaches a computer system comprising:

a processor [col. 3, lines 20 – 25];

a display [col. 5, lines 11 – 21], coupled to said processor;

computer readable medium coupled to said processor [storage medium 19, Fig. 2; col. 4, lines 52 – 60]; and

computer code, encoded in said computer readable medium, configured to cause said processor to communicate using at least one communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type [col. 6, lines 1 – 19], and at least two of the communication channels have different media types [col. 4, lines 16 – 39], by virtue of being configured to cause said processor to:

obtain an event communicated via an incoming communication channel of the communication channels [col. 4, line 65 – col. 5, line 11], wherein the event corresponds to a work item available via the incoming communication channel [col. 4, lines 65 – 67];

provide a notification of the work item via a user interface presented on the display [col. 5, lines 1 – 11];

receive an activation of a work item object of the user interface, the work item object being associated with the work item [col. 5, lines 12 – 20 and 38 – 60]; and

issue a command associated with the activation of the work item object to an outgoing communication channel of the communication channels [col. 5, lines 48 – 54].

54. As to claim 34, Rahman teaches an issuing module to issue the command to the outgoing communication channel [col. 5, lines 48 – 54].

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55. As to claims 67 – 76, these are apparatus claims that correspond to method claims 1 – 10; note the rejections to method claims 1 – 10 above, which also meet these apparatus claims.

56. As to claim 84, this is an apparatus claim that corresponds to method claim 13; note the rejection to claim 13 above, which also meets this apparatus claim.

57. As to claims 85 – 94, these are product claims that correspond to method claims 1 – 10; note the rejections to claims 1 – 10 above, which also meet these product claims.

***Claim Rejections - 35 USC § 103***

58. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

59. **Claims 27 – 33, 35, 43 – 45, 77 – 83 and 95 – 101 are rejected under 35 U.S.C. 103(a) as being unpatentable over Rahman in view of U.S. Patent NO. 6,389,132 to Price [cited in previous office action].**

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60. As to claim 43, Rahman does not specifically teach a status updating module to update a status of an agent using the user interface to one of ready and not ready when the status object is activated.

61. However, Price teaches a status updating module to update a status of an agent [Agent 30 can make himself/herself available to take multiple customer requests; col. 6, lines 1 – 13] using the user interface to one of ready and not ready when the status object is activated [With knowledge of the availability of pool of agents 28, Contact Server 20 can connect a request to an available agent 30 and initiate Web Server 18 and/or Switch Server 22 to establish a live connection with customer 12; col. 3, lines 11 – 34].

62. It would have been to a person of ordinarily skilled in the art at the time of the invention to apply the teaching of a status updating module to update a status of an agent using the user interface to one of ready and not ready when the status object is activated as taught by Price to the invention of Rahman because this schedules customer requests to available agents and enables the customer to use their time in a more constructive manner rather than just "sitting" and waiting for a response from an available agent [col. 1, lines 52 – 65 of Price].

63. As to claim 44, Rahman as modified teaches a status changing module to change a status of an agent using the user interface to one of ready and not ready [col. 6, lines 1 – 13 of Price].

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64. As to claim 45, Rahman as modified teaches an assigning module to assign an agent to receive a notification of an event [col. 2, lines 55 – 61 of Price]; and a notifying module to provide the notification to the agent [col. 8, lines 50 – 67 of Price].

65. As to claims 27 and 28, Rahman as modified teaches the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item [col. 5, lines 14 – 17; col. 6, lines 9 – 11; col. 6, lines 28 – 32; col. 6, lines 54 – 60; col. 6, lines 60 – 63 of Price].

66. As to claims 29 and 30, Rahman as modified the activation of the work item object is associated with one of a suspend work item command [Customer 32 can be placed on hold awaiting availability of agent 30; col. 5, lines 10 – 15 of Price] and a retrieve work item command [Agent 30 can select customer A 32; col. 5, lines 14 – 17 of Price].

67. As to claim 31, Rahman as modified teaches the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command [col. 4, lines 15 – 37 of Price].

68. As to claim 32, Rahman as modified teaches the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is

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associated with an agent of a plurality of agents [Pool of agents 28 may have user interfaces that can present requests from multiple customers 10; col. 3, lines 10 – 26 of Price]; and further comprising:

determining one agent of the agents to be notified of the event [col. 2, lines 55 – 61 of Price], wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent [col. 8, lines 50 – 67 of Price].

69. As to claim 33, Rahman as modified teaches determining the command to be issued from a context of the work item object when the work item object is activated [col. 4, lines 25 – 37 of Price].

70. As to claim 35, Rahman as modified teaches an assignment module to determine an assignment of an agent to the work item [col. 2, lines 55 – 61 of Price].

71. As to claims 77 – 83, these are apparatus claims that correspond to method claims 27 – 33; note the rejections to method claims 27 – 33 above, which also meet these apparatus claims.

72. As to claims 95 – 101, these are rejected for the same reasons as claims 27 – 33 above.

**73. Claims 64 – 66 are rejected under 35 U.S.C. 103(a) as being unpatentable over Rahman in view of Wagner.**

74. As to claim 64, Rahman does not specifically teaches a database comprising a command table regarding a command and a user interface object table comprising information regarding the user interface object and the command to be issued upon activation of the user interface object.

75. However, Wagner teaches a database [col. 11, lines 31 – 36] comprising a command table regarding a command [transaction log of communicated information 126; col. 9, lines 39 – 54] and a user interface object table comprising information regarding the user interface object and the command to be issued upon activation of the user interface object [database 138, 140, Fig. 3; col. 11, lines 31 – 60].

76. It would have been obvious to a person of ordinarily skilled in the art at the time of the invention to apply the teaching of a database comprising a command table regarding a command and a user interface object table comprising information regarding the user interface object and the command to be issued upon activation of the user interface object as taught by Wagner to the invention of Rahman because this stores at least some of the message types and preferences of the users for one of the communication channels to employ with one of the at least some of the message types [col. 3, lines 49 – 52 of Wagner].

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77. As to claim 65, Rahman as modified teaches a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user [col. 11, lines 32 – 39 of Wagner].

78. As to claim 66, Rahman as modified teaches a channel driver to access the command table and the user interface object table to issue the command [col. 9, lines 9 – 39 of Wagner].

### ***Response to Arguments***

79. Applicant's arguments filed 12/14/2004 have been fully considered but they are not persuasive. In response to the Non-Final Office Action dated 9/10/2004, applicant argues:

(1) Wagner does not teach "a channel driver table comprising information regarding a channel driver that controls the operation of the communication channel..." and neither a user identity nor a user address is capable of controlling the operation of the communication channel [p. 20, lines 10 – 20].

(2) Wagner does not teach a database table with information about user interface objects that are used to communicate with communication channels [p. 21, lines 3 – 7].

(3) the claim limitations related to work items and work item objects are not show [p. 22, lines 1 – 12];



(4) both an alert response message and a modulating signal represent data to be communicated rather than a command that can be performed by a communication channel [p. 22, lines 20 – 29] and Rahman and Price would not provide the user interface objects for issuing commands to an outgoing communication channel [p. 24, lines 12 – 14];

(5) there is no motivation to combine the Rahman reference with the Price reference [p. 23, line 18 – p. 24, line 12].

As to argument (1), examiner respectfully disagrees and submits that the Office Action does not indicate that the channel drivers are equivalent to either a user identity or to a user address. It is noted that the limitation, “a channel driver table comprising information regarding a channel driver,” is very broad. The phrase “information regarding a channel driver” does not require the information to identify a channel driver. Instead, the information need only be related to the channel driver. Claims are given their broadest reasonable interpretation; therefore, examiner interpreted the limitation as a channel driver table that comprises information related to a channel driver, but not necessarily as identifying the channel driver. Wagner teaches a table that identifies a user address and the type of the address (i.e. email or pager or telephone number) is information related to a channel driver (i.e. email interface 84 or paging system 68 or telephone interface 96) and the various interfaces (i.e. 84, 96) controls the operation of the communication channel [i.e. col. 7, line 62 – col. 8, line 23 and col. 9, lines 9 – 39; see also rejection to claim 49 and 50 above]. Therefore, Wagner teaches a channel

driver table comprising information regarding a channel driver that controls the operation of the communication channel.

In response to argument (2), examiner respectfully disagrees because the claims do not recite user interface objects that are used to communication with communication channels. The claims recite, "a user interface object table comprising information regarding a user interface object of a user interface to communicate with a communication channel." Examiner notes the claims as presented appears to suggest that the user interface communicate with a communication channel not the user interface object. According, Wagner teaches user interface object table comprising information regarding a user interface object [i.e. col. 11, lines 30 – 60; see rejection to claim 46 above].

In response to argument (3), examiner respectfully disagrees and submits that Rahman teaches data message [see rejection to claim 1 above; see also col. 7, lines 60 – 65] which corresponds to work item and user-interactive prompts which correspond to work item objects [i.e. col. 5, lines 12 – 20 and 38 – 60]; see also rejection to claim 1 above].

As to argument (4), Rahman teaches user input through user interface [i.e. activation of work object; col. 5, lines 48 – 60] is conveyed to an alert message that is converted [message is represented by signal; col. 5, lines 48 – 54] into a modulating signal for transmission through a communication channel [the transmitter of a mobile station; col. 5, lines 48 – 54; see also rejection to claim 1 above]. Therefore, Rahman teaches issuing a command [transmission command] associated with the activation of

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the work item object to an outgoing communication channel [see rejection to claim 1 above].

As to argument (5), the examiner recognizes that obviousness can only be established by combining or modifying the teachings of the prior art to produce the claimed invention where there is some teaching, suggestion, or motivation to do so found either in the references themselves or in the knowledge generally available to one of ordinary skill in the art. See *In re Fine*, 837 F.2d 1071, 5 USPQ2d 1596 (Fed. Cir. 1988) and *In re Jones*, 958 F.2d 347, 21 USPQ2d 1941 (Fed. Cir. 1992). In this case, the motivation can be found on col. 1, lines 52 – 65 of the Price reference.

### ***Conclusion***

80. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

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81. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Li B. Zhen whose telephone number is (571) 272-3768.

The examiner can normally be reached on Mon - Fri, 8:30am - 5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Meng-Ai An can be reached on (571) 272-3756. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Li B. Zhen  
Examiner  
Art Unit 2194

lb

  
MENG-AI AN  
ADVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 2100